



Session 9:

Training Evaluations (Advanced Topic)

VA TMS Administrators
Role-Based Training

Virtual Instructor-Led Training

Participant Guide

March 2014

Table of Contents

1.0 About This Training	3
1.1 Training Purpose	3
1.2 Target Audience	3
1.3 Training Length.....	3
1.4 Participant Guide	3
1.4.1 Participant Guide Icons	4
1.5 Participant Preparation and Guidelines	4
1.5.1 Requirements.....	4
1.5.2 Demonstrations and System Practice Activities in VA TMS	4
1.5.3 Virtual Instructor-Led Training Guidelines	4
1.6 VA TMS Administrators Role-Based Training Sessions and Target Audiences	5
1.7 VA TMS Functions and Associated Roles	6
2.0 Training Content	7
2.1 Welcome	7
2.2 Lesson 1: Training Evaluation Overview	10
2.3 Lesson 2: Item Evaluation	14
2.4 Lesson 3: Learning Evaluation.....	36
2.5 Lesson 4: Follow-Up Evaluation.....	40
2.6 Lesson 5: Survey Completion	48
2.7 Lesson 6: Survey Analysis Report	51

1.0 About This Training

1.1 Training Purpose

The purpose of the VA TMS Administrators Role-Based Training Session 9: Training Evaluations is to teach you the concepts and terminology associated with the training evaluation feature in the VA TMS.

1.2 Target Audience

This session is an Advanced Topic training session for any VA TMS administrators with some experience in Training Evaluations that are looking for more in-depth instruction.

1.3 Training Length

This training will run for approximately 3.5 hours. Brief breaks will be given.

1.4 Participant Guide




This Participant Guide contains all key content presented in this training, including PowerPoint slides with room for taking notes, activities, and demonstrations for each lesson.

The Participant Guide is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hardcopy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in this guide while completing steps in the VA TMS.

1.4.1 Participant Guide Icons

Icons	Description
	This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS.
	This icon indicates that participants will complete an activity.
	This icon indicates that there is a job aid available for the task.

1.5 Participant Preparation and Guidelines

1.5.1 Requirements

Participants must complete the following for this training:

- Register for training through the VA TMS.
- Print a hardcopy of this Participant Guide for use during the training. It will be difficult to access electronically during training.

1.5.2 Demonstrations and System Practice Activities in VA TMS

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS. These demos and activities will allow you to study and apply what you've learned about the features, functions, and processes critical to your role within the VA TMS. The steps for each demonstration and system practice activity have been provided in this guide so you can follow-along. You may also want to reference these steps after the training.

1.5.3 Virtual Instructor-Led Training Guidelines

This training will be delivered as a Virtual Instructor-Led Training (VILT) using Web conferencing software program. You will need a computer and phone with speakers or headset in order to participate in this training. Follow the guidelines below to ensure the best training experience:

- Print a hardcopy of the Participant Guide for use during training.
- Be sure to log in to the Web conferencing software and dial in to the conference line 5 – 10 minutes early.

- Mute your phone line for the duration of the training session unless otherwise instructed.
- Use the chat feature for any questions during the session.
- The instructor may be able to answer your question immediately. Otherwise, he or she will answer at the end of the training, or send an e-mail afterward.

1.6 VA TMS Administrators Role-Based Training Sessions and Target Audiences

The table below includes a list of all training sessions in this training series, along with the target audience.

Session	Required for	Recommended for
Session 1: Introduction to VA TMS for All Administrators and Help Desk and Reports Managers	<ul style="list-style-type: none"> • Help Desk (as stand-alone training) • Reports Managers (as stand-alone training) • Assignment Managers • Scheduling Managers • Registration Managers • Domain Managers • Learning Managers • Item Managers • AP Managers 	n/a
Session 2: VA TMS Training for Scheduling Managers, Assignment Managers, and Registration Managers	<ul style="list-style-type: none"> • Assignment Managers • Scheduling Managers • Registration Managers 	<ul style="list-style-type: none"> • Domain Managers • Learning Managers • Item Managers • AP Managers
Sessions 3–5: VA TMS Training for Domain Managers, Learning Managers, Item Managers, and Assignment Profile Managers	<ul style="list-style-type: none"> • Domain Managers • Learning Managers • Item Managers • AP Managers 	n/a

NOTE: Sessions 6-10 are advanced topics that are optional for managers who already have experience using the VA TMS.

1.7 VA TMS Functions and Associated Roles

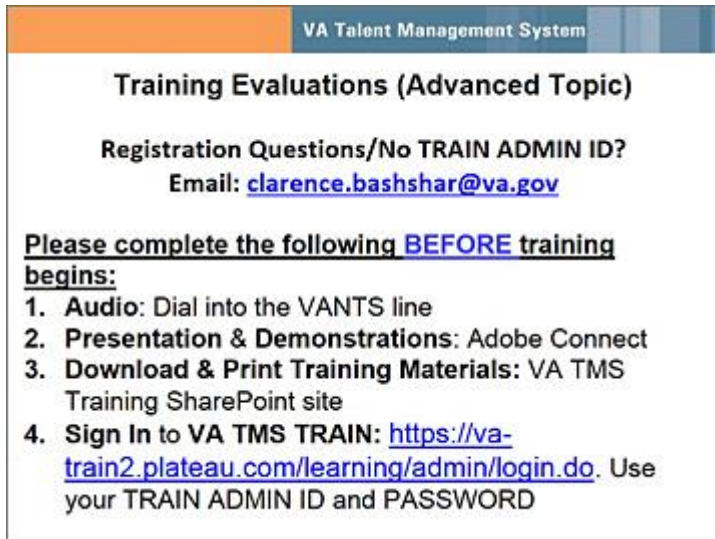
NOTE: Gray columns indicate add-on roles; white columns indicate stand-alone roles.

VA TMS Admin Function	LM	DM	IM	RM	SM	AM	APM	HD	PR	QEM	CM	CIM	HR	RPT	AHN	PM	COM	ACM	ACIM	MSE	MSEHD
Unlock User Accounts	X							X	X												
Reset User Passwords	X							X	X												
Change Supervisors for a group of Users	X																				
Proxy into Users accounts	X							X													
Add/Remove Items to/from Learning Plan	X					X															
Add/Remove Curricula Assignments	X					X															
Record Item/External Event/Scheduled Offerings	X			X																	
Edit/Delete Recorded Learning Events	X			X																	
Merge User Records		X																			
Add/Edit Items	X		X																		
Add/Edit Curricula	X		X																		
Send Notifications	X														X						
Add/Edit Scheduled Offerings	X				X																
Register Users into a Scheduled Offerings	X			X	X																
Edit User's Registration in Scheduled Offering	X			X	X																
Assign/Remove Competency Profiles to/from Users											X										
Assign/Remove Competencies to/from Users											X										
Manage Administrator Accounts		X																			
Add/Edit/Copy/Delete Assignment Profiles							X														
Edit User Preferred Accreditations	X							X										X			
Edit User Occupational Categories	X							X										X			
Add/Edit/Delete Competencies											X										
Add/Remove Competencies from Items												X									
Add/Edit/Delete Competency Profiles											X										
Enter/Delete Competency Assessments for Users	X			X		X					X										
Add/Edit/Delete Questions										X											
Add/Edit/Delete Exam Objects										X											
Assign/Remove Questions to/from Exam Objects										X											
Add Questionnaire/Surveys										X											
Unassign a Survey from Users	X																				
Edit Organization Dashboard Ownership		X																			
Add/Edit Accreditations																		X			
Apply Accreditations to Items																		X	X		
View sensitive information on Users Records													X								
Create and Manage Communities																	X				
Run various Standard and Custom Reports	X		X	X	X	X							X	X							
View Self Enrolled User	X					X		X												X	X
Validate Self Enrolled User																				X	
Bookmark Available Entities	X		X	X	X	X		X													
Download Search Results	X		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X



2.0 Training Content

2.1 Welcome



VA Talent Management System

Training Evaluations (Advanced Topic)

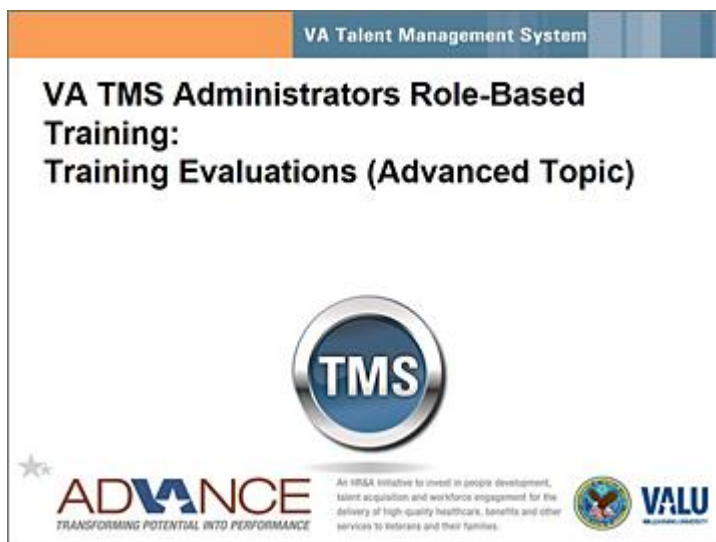
Registration Questions/No TRAIN ADMIN ID?
Email: clarence.bashshar@va.gov

Please complete the following BEFORE training begins:

1. **Audio:** Dial into the VANTS line
2. **Presentation & Demonstrations:** Adobe Connect
3. **Download & Print Training Materials:** VA TMS Training SharePoint site
4. **Sign In to VA TMS TRAIN:** <https://va-train2.plateau.com/learning/admin/login.do>. Use your TRAIN ADMIN ID and PASSWORD


Notes:


Slide 1: Session Preparation




VA Talent Management System

**VA TMS Administrators Role-Based Training:
Training Evaluations (Advanced Topic)**



 TRANSFORMING POTENTIAL INTO PERFORMANCE

An HR&A initiative to invest in people development, talent acquisition and workforce engagement for the delivery of high-quality healthcare, benefits and other services to Veterans and their families.



Notes:

Slide 2: VA TMS Administrators Role-Based Training:
Training Evaluations (Advanced Topic)

Advanced Topics VA Talent Management System

Session Agenda

- Welcome and Introduction
- Lesson 1: Training Evaluation Overview
- Lesson 2: Item Evaluation
- Lesson 3: Learning Evaluation
- Lesson 4: Follow-Up Evaluation
- Lesson 5: Survey Completion
- Lesson 6: Survey Analysis Report
- Questions and Answers

3

Notes:

Slide 3: Session Agenda

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Session Objectives

After completing this session, you should be able to:

- Define item evaluation
- Associate exams with an item for learning evaluation
- Provide a follow-up evaluation to support behavior change
- Understand user survey completion
- Conduct survey analysis reports

4

Notes:

Slide 4: Session Objectives

Advanced Topics **VA Talent Management System**

Introductions

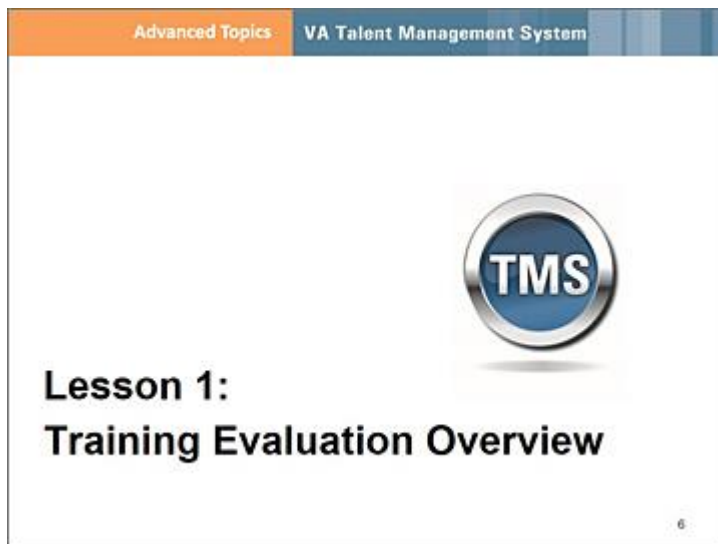
- Name
- Division of VA
- Experience with VA TMS
- Personal training goal

5

Notes:

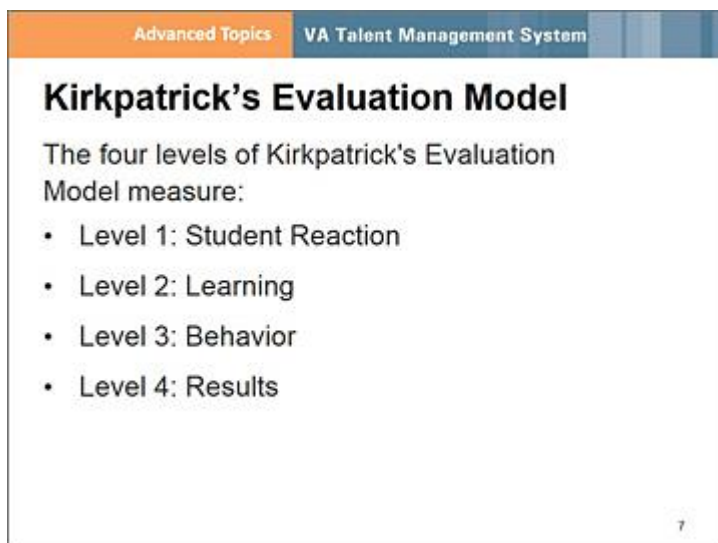
Session 5: Introductions

2.2 Lesson 1: Training Evaluation Overview



Notes:

Slide 6: Lesson 1: Training Evaluation Overview



Notes:

Slide 7: Kirkpatrick's Evaluation Model

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Implementing the Model

Scenario:

You are on a Human Resources team responsible for the design and implementation of communication courses designed to improve the quality of all forms of communication throughout your company. One of the courses created focuses on dealing with customers, conflict, and confrontation. This is an online course and is available to all employees.

8

Notes:

Slide 8: Implementing the Model

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Steps to Implement the Model

1. Identify training program(s) (item) to be evaluated – *Online communication course.*
2. Create survey to capture users' reactions to the training.
3. Create pre- and post-exams (using QE).
4. Create survey to follow-up on behavioral change or application of learning after the training.
5. Configure item(s) survey tab.
6. Assign learning needs to users.
7. User completes survey(s) upon completion of item.
8. Run report(s) to analyze results.

9

Notes:

Slide 9: Steps to Implement the Model

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Preconfigured Requirements

Exams

- Created using Question Editor (QE)
- Pre- and post-exams created ahead of time

Item Record

- Must exist before survey can be associated

Completion Status Configuration

- Review and revise ahead to allow for follow-up surveys

10

Notes:

Slide 10: Preconfigured Requirements

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Sample Rating Scales

Commonly used five-point rating scale (evaluation):

Unsatisfactory	Needs Work	Satisfactory	Exceeds Expectations	Excellent
1	2	3	4	5

Commonly used follow-up evaluation five-point rating scale:

Never	Seldom	Mostly	Frequently	Always
1	2	3	4	5

11

Notes:


Slide 11: Sample Rating Scales

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Knowledge Check

The final step for any training program is a summative evaluation in which you measure how effectively the training program accomplished its stated goals.

- a) True
- b) False



12

Notes:


Slide 12: Knowledge Check

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Knowledge Check

The fourth level of evaluation measures _____, and can be the most difficult to implement for a training program.

- a) Learning
- b) Reaction
- c) Behavior
- d) Results

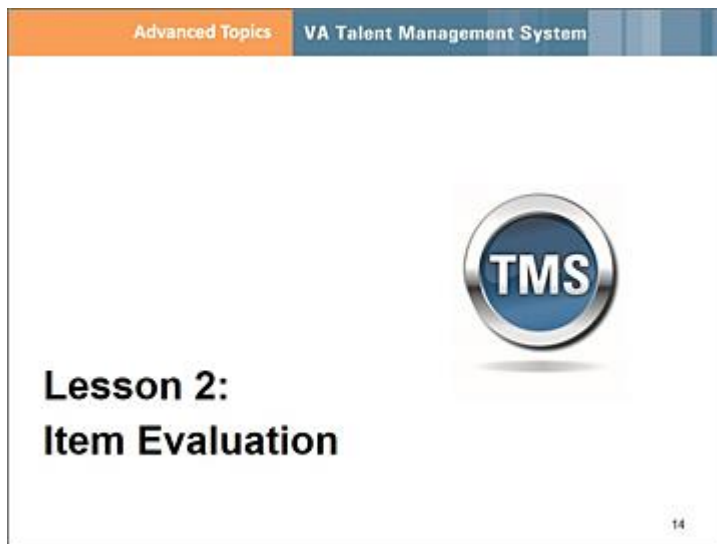


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Notes:

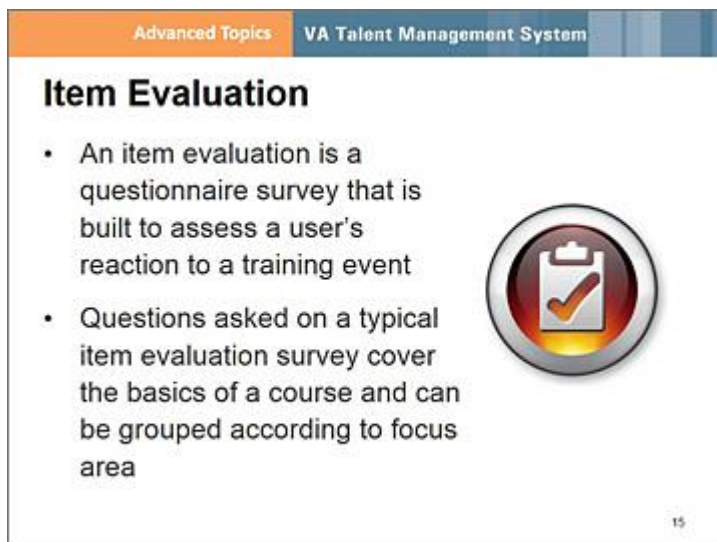
Slide 13: Knowledge Check

2.3 Lesson 2: Item Evaluation



Notes:

Slide 14: Lesson 2: Item Evaluation



Notes:

Slide 15: Item Evaluation

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Sample Focus Areas

- General Feedback
- Materials
- Instructor
- Goals of Program Met

16

Notes:

Slide 16: Sample Focus Areas

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Types of Questions

- Relevance of the objectives
- Ability of the course to maintain interest
- Number and appropriateness of interactive exercises
- Ease of navigation
- Perceived value and transferability to the workplace

17

Notes:

Slide 17: Types of Questions

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Four Question Types

1. **Rating Scale:**
 - Use for quantitative results
2. **One Choice:**
 - Use when you want the user to choose one answer from a group
3. **Multiple Choice:**
 - Use when you want the user to be able to choose multiple answers
4. **Open Ended:**
 - Use when you want the user to type an answer

18

Notes:

Slide 18: Four Question Types

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Demonstration: Item Evaluation Steps

19

Notes:

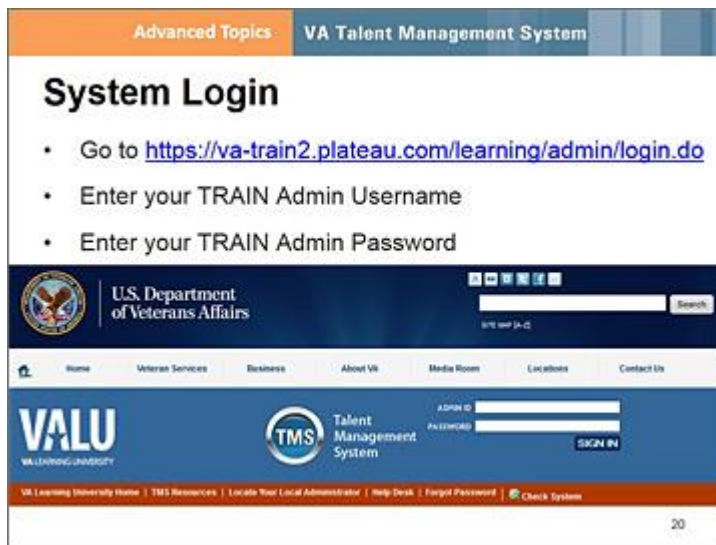
Slide 19: Demonstration: Item Evaluation Steps



Demonstration: Item Evaluation Steps

To complete an item evaluation:

1. Navigate to **Learning > Questionnaire Surveys**.
2. Select **Add New**.
3. Enter a survey ID.
4. Enter a survey name.
5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).
6. Enter survey description.
7. Enter comments.
8. Select domain.
9. Check **Active** checkbox.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter survey instructions.
13. Enter first page title.
14. Enter first page instructions.
15. Select **Add Question icon**.
16. Enter question stem.
17. Select question type (rating scale).
18. Select a rating scale.
19. Repeat steps 15–18 to add additional questions.
20. Select **Add Page icon**.
21. Enter second page title.
22. Enter second page instructions.
23. Select **Add Question icon**.
24. Enter question stem.
25. Select question type (rating scale).
26. Select a rating scale.
27. Repeat steps 23–26 to add additional questions.
28. Select **Save Draft**.



Notes:

Slide 20: System Login



Notes:

Slide 21: Activity #1: Create a Survey



Activity #1: Create a Survey

1. Navigate to **Learning > Questionnaire Surveys**.
2. Select **Add New**.
3. Enter a survey ID.
4. Enter a survey name.
5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).
6. Enter survey description.
7. Enter comments.
8. Select domain.
9. Check **Active** checkbox.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter survey instructions.
13. Enter first page title.
14. Enter first page instructions.
15. Select **Add Question icon**.
16. Enter question stem.
17. Select question type (rating scale).
18. Select a rating scale.
19. Repeat steps 15–18 to add additional questions.
20. Select **Add Page icon**.
21. Enter second page title.
22. Enter second page instructions.
23. Select **Add Question icon**.
24. Enter question stem.
25. Select question type (rating scale).
26. Select a rating scale.
27. Repeat steps 23–26 to add additional questions.
28. Select **Save Draft**.

Scenario: An online course on how to deal with customers, conflict, and confrontation has been created. You are responsible for creating the item evaluation survey to be assigned to all users immediately after the course is completed. This is the general course evaluation survey to be used after every online HR course.

Task: Write down additional questions for each page of this survey. Each question will be a rating scale type using the five-point scale (created previously). The comments question at the end of each page is an open-ended question type. This data will be used to complete Activity # 1.

Survey Instructions: Please help us improve our quality. Your feedback is important to us. Complete the survey to the best of your ability.

Page 1 Title: General Course Feedback (question type: rating scale)

Page 1 Instructions: Please complete the following questions to the best of your ability.

The training was relevant to my job.

Comments (question type: open ended)

Activity Page 2

Page 2 Title: Training Materials Feedback (question type: same rating scale as above)

Page 2 Instructions: Please complete the following questions to the best of your ability.

The visual aids were accurate and of good quality.

Comments (question type: open ended)

Activity Page 3

Page 3 Title: Online Instructions (question type: same rating scale as above)

Page 3 Instructions: Please complete the following questions to the best of your ability.

The directions on how to use the online course were communicated effectively.

Comments (question type: open ended)

Page 4 Title: Training Methods Feedback (question type: same rating scale as above)

Page 4 Instructions: Please complete the following questions to the best of your ability.

The right information was covered at the right speed for me.

Comments (question type: open ended)

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Configuration Options

- Anonymous completion
- Completion required to move to Completed Work
- Required-By date
- A comments section can be added after each question for additional feedback per question

Edit the Survey

Name:

Completion Level:

Example:

Comments:

Display:

Active: ☒

22

Notes:

Slide 22: Configuration Options

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Notifications

There are two notification templates associated with the questionnaire survey functionality:

- Email Template
- Roll-Up Email Template

Questionnaire Surveys

Preview Notifications

Preview Questionnaire Survey Notifications

User: Student Questionnaire Survey Assignment Notification

Other: Questionnaire Survey Assignment Notification

Body: Our records indicate that you have completed item <COURSE_NAME>. This notification confirms your assignment of the Survey <SURVEY_NAME>. Please complete this survey by <REQUIRED_DATE>. Your feedback contributes to the overall improvement and quality of items. The assigned survey is <SURVEY_ASSIGNMENT_TYPE> in order to receive credit for item <COURSE_NAME>. Please log into SuccessFactors Learning to complete the survey at your earliest convenience.

23

Notes:

Slide 23: Notifications



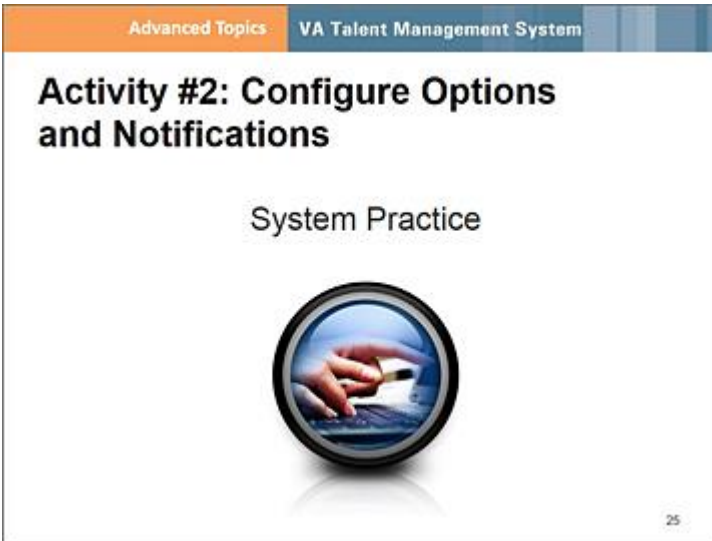
Notes:

Slide 24: Demonstration: Configurations and
Notifications



Demonstration: Configurations and Notifications

1. Access the survey record you created in Activity #1.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter number of days to complete survey from assignment.
6. Select option to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.



Notes:

Slide 25: Activity #2: Configure Options and
Notifications



Activity #2: Configure Options and Notifications

1. Access the survey record you created in the Activity #1.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter number of days to complete survey from assignment.
6. Select option to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.



The Job Aid: Item Evaluation Survey (Task C) is available in the VA TMS.

Advanced Topics VA Talent Management System

Preview and Publish

- Once created, preview the draft survey before publishing it

Survey

Preparing an internal draft survey. Your feedback is important to us. Complete the survey to the best of your ability.

Name: [Name] (Optional) Course: [Course] (Optional) Location: [Location] (Optional)

☐ You are submitting this as a draft survey.

Please complete the following questions to the best of your ability. Page 1 of 2

1. The training was relevant to my job.

Rate	Ready Now	Ready at 1-2 Week	Ready at 3-4 Week
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. The overall skills were accurate and of good quality.

Rate	Contributing	Needs more	Substantial	Needs Improvement	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. The directions on how to use the online course were communicated effectively.

Rate	Contributing	Needs more	Substantial	Needs Improvement	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. The right information was covered at the right speed for me.

Rate	Contributing	Needs more	Substantial	Needs Improvement	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Comments

26

Notes:

Slide 26: Preview and Publish

Advanced Topics VA Talent Management System



Demonstration: Preview and Publish

27

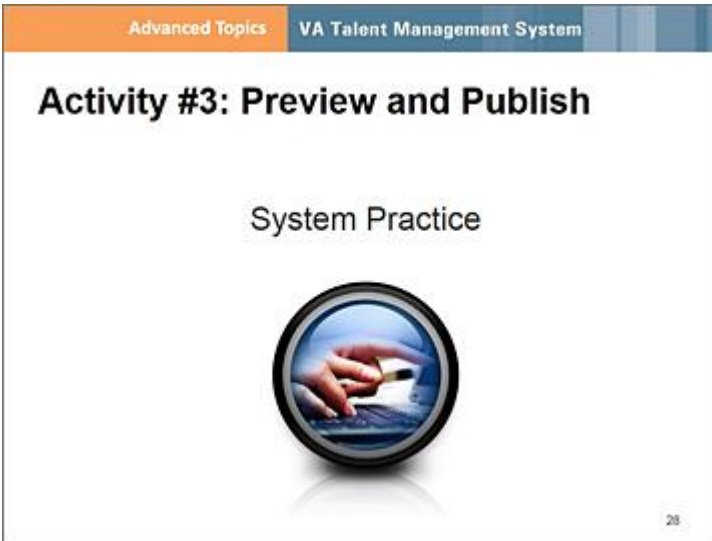
Notes:

Slide 27: Demonstration: Preview and Publish



Demonstration: Preview and Publish

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from drop-down menu.
4. Review preview of survey.
5. Select **Close** to close preview of survey.
6. Select **Publish**. The survey is now ready for use.



Notes:

Slide 28: Activity #3: Preview and Publish



Activity #3: Preview and Publish

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from drop-down menu.
4. Review preview of survey.
5. Select **Close** to close preview of survey.
6. Select **Publish**. The survey is now ready for use.


Once a survey is published, the Questions tab will have two button options—Preview and Create Draft. Select **Preview** to view the published survey. Select **Create Draft** to make minor edits to the survey content, such as misspellings that were overlooked during the draft version. Select **Publish** to republish the survey after making edits.



The Job Aid: Item Evaluation Survey is available in the VA TMS.

Advanced Topics VA Talent Management System

Associate the Survey



There are two functional ways to associate a survey with an item:

1. Within the questionnaire survey from the Item Usage tab
2. Within an item record from the Evaluations tab

29

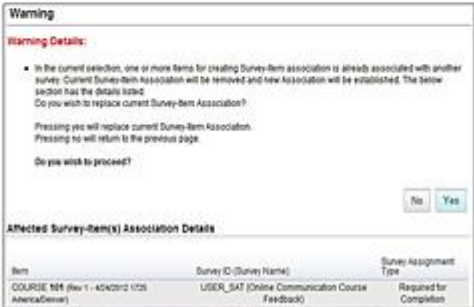
Notes:

Slide 29: Associate the Survey

Advanced Topics VA Talent Management System

Only One Survey per Item

If a survey is already associated with an item, you will receive a warning message if you attempt to associate another survey.

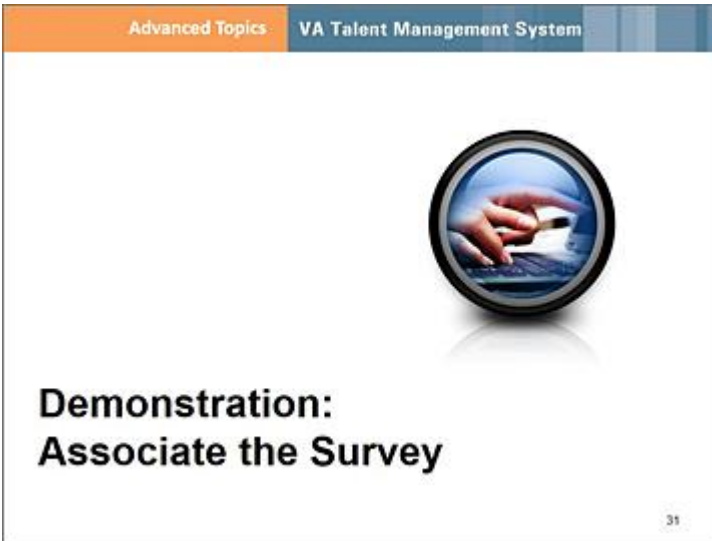


Item	Survey ID (Survey Name)	Survey Assignment Type
COURSE 106 (Rev 1 - 4042012 1025 AmericaDriver)	USER SAT (Online Communication Course Feedback)	Required for Completion

30

Notes:

Slide 30: Only One Survey per Item



Notes:

Slide 31: Demonstration: Associate the Survey



Demonstration: Associate the Survey

1. Select the **Item Usage** tab.
2. Select the **add one or more from list** link.
3. Search for one or more items.
4. Select one or more items from results list.
5. Select **Add**.



Notes:

Slide 32: Activity #4: Associate the Survey



Activity #4: Associate the Survey

1. Select the **Item Usage** tab.
2. Select the **add one or more from list** link.
3. Search for one or more items.
4. Select one or more items from results list.
5. Select **Add**.

Associate Item with Survey: Item Evaluation

1. Navigate to **Learning > Items**.
2. Search for an item.
3. Select the **item key link** to access the item in edit mode.
4. Select **More** from the Related area.
5. Select the **Evaluations** tab.
6. In the Item Evaluation: User Satisfaction section, select the **Search** icon to search for and select a questionnaire survey.
7. Select **Apply Changes**.
8. Depending on how the survey was configured, the Days to Complete field and the Required for Completion checkbox may or may not be auto-filled. If necessary, change these fields. If desired, enter or change the **Days to Complete** number and check/uncheck the **Required for Item Completion** checkbox.
9. If any changes are made, select **Apply Changes** to save your modifications.




The Job Aid: Item Evaluation Survey is available in the VA TMS.

Advanced Topics VA Talent Management System

Knowledge Check

There is a one-to-one relationship between an item and a questionnaire survey.

- a) True
- b) False




33

Notes:

Slide 33: Knowledge Check

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Lesson 3: Learning Evaluation

34

Notes:

Slide 34: Knowledge Check

2.4 Lesson 3: Learning Evaluation

Advanced Topics

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Learning Evaluation

- The purpose of the pre- and post-exams is to assess the user's knowledge of the content prior to the training and then just after the training
- Questions for exams are created in Question Editor
- Best practice is to associate questions with objectives

A circular icon with a silver border and a gradient background. Inside the circle is a white clipboard with a red checkmark, symbolizing evaluation or completion.

35

Notes:

Slide 35: Lesson 3: Learning Evaluation

Advanced Topics

VA Talent Management System

Sample Learning Evaluation Report

If the training program is effective, there will be a demonstrative increase in knowledge when the two exam results are compared.

The figure displays a 'Sample Learning Evaluation Report' with two main components: a table of exam results and a line graph titled 'Objective Mastery Analysis'.

Table Data:

State Range: N/A - N/A		Total Learning Goals: 5	
Pre Exam: 6/100	75%	Post Exam: 4/100	40%
Completion: 5		Completion: 5	
Max Score: 100		Max Score: 100	

Objective Mastery Analysis:

The graph plots 'Score' (0 to 100) on the Y-axis against 'Objectives' (Objective 1 and Objective 2) on the X-axis. It compares 'Pretest' (blue line with circles) and 'Posttest' (red line with circles) scores.

Objective	Pretest Score	Posttest Score
Objective 1	10	100
Objective 2	40	100

36

Notes:

Slide 36: Learning Evaluation



Notes:

Slide 37: Activity #5: Associate the Evaluation



Activity #5: Associate the Evaluation

To associate pre- and post-exams:

1. Navigate to **Learning > Items**.
2. Search for and access an item record in edit mode.
3. Select **More** from the Related area.
4. Select the **Evaluations** tab.
5. In the Learning Evaluation: Mastery of Content section, select the drop-down menu for pre-exam and select the desired exam.
6. Select the drop-down menu for post-exam and select the desired exam.
7. Select **Apply Changes**.




The Job Aid: Associate Pre- and Post-Exams—Learning Evaluation is available in the VA TMS.

Advanced Topics VA Talent Management System

Knowledge Check

It is a best practice to associate objectives with questions for reporting and analysis.

- a) True
- b) False



38

Notes:


Slide 38: Knowledge Check

Advanced Topics VA Talent Management System

Knowledge Check

If a training project is effective, there will be a demonstrative increase in knowledge when the two exam results are compared.

- a) True
- b) False

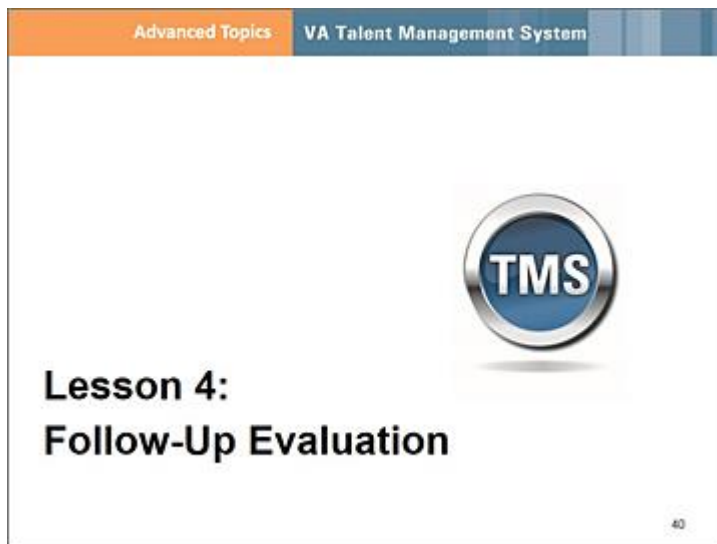


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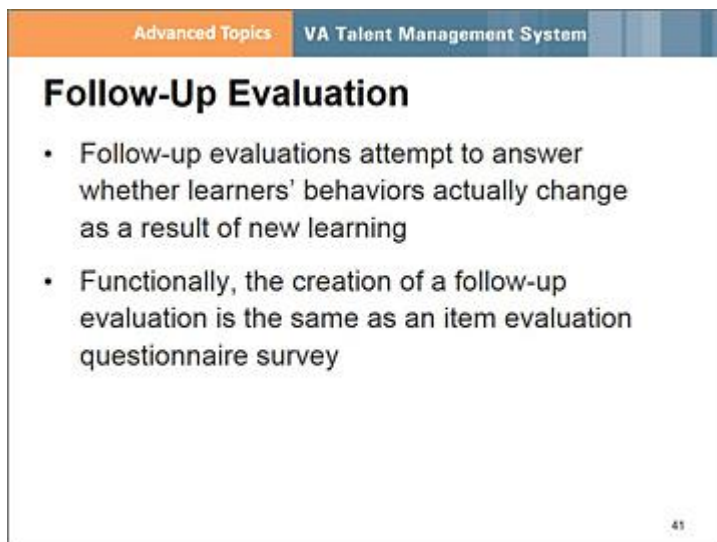
Slide 39: Knowledge Check

2.5 Lesson 4: Follow-Up Evaluation



Notes:

Slide 40: Lesson 4: Follow-Up Evaluation



Notes:

Slide 41: Follow-Up Evaluation

Advanced Topics VA Talent Management System

Questions for Follow-Up Evaluations

Questions can be reworded from item evaluation surveys to best fit the need of the program and evaluation methodology.

For example, before:

- Did the representative open each customer dialogue with a product benefit statement, followed by a request to proceed?

Once reworded:

- *How often* did the representative open each customer dialogue with a product benefit statement, followed by a request to proceed?

42

Notes:

Slide 42: Questions for Follow-Up Evaluations

Advanced Topics VA Talent Management System

Activity #6: Create the Follow-Up Evaluation

System Practice



43

Notes:

Slide 43: Activity #6: Create the Follow-Up Evaluation



Activity #6: Create the Follow-Up Evaluation

Scenario: When the online course on how to deal with customers, conflict, and confrontation is finished by employees, they will need to complete a follow-up evaluation survey. You are responsible for creating the questions for the follow-up evaluation survey to be assigned to all users and supervisors. In the next activity, we will configure the survey.

Task: Using the previous activities in this course as a guide, complete the following tasks on your own:

- Create a follow-up evaluation survey using the sample questions on the next page
- Write additional questions for each page of this survey. Each question will use a rating scale type using the five-point frequency scale (created previously). The comments question at the end of each page is an open-ended question type

Survey Instructions: Please complete this survey to the best of your ability on your capabilities before and after the training on dealing with confrontation and difficult people.

Page 1 Title: Rate your capability before the training. How did you deal with customer confrontation?

Page 1 Instructions: A lot of people cannot handle confrontation. They shake and lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back because you have confrontation jitters. This is the "fight or flight" syndrome kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.

Answer these questions to see how you used to deal with confrontation before the training you received.

- Before this training course, how often did you take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.
- Comments (question type: open ended)

Page 2 Title: Rate your capability after the training: How are you now able to deal with customer confrontation?

Page 2 Instructions: A lot of people cannot handle confrontation and start to shake; they lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back as you have a touch of confrontation jitters. This is the "fight or flight" syndrome kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.


Answer these questions to see how well you now deal with confrontation since the training you received.

- Since this training course, how often do you currently take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.
- Comments (question type: open ended)

Advanced Topics VA Talent Management System

Configuration Options

- The follow-up evaluation can be assigned to users in a configurable number of days from completion of the item. The evaluation completion date is a configurable number of days from assignment.
- A follow-up survey can be completed by the user only, the supervisor only, or both
- A comments section can be added after each question for additional feedback per question



44

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Slide 44: Configuration Options

Advanced Topics VA Talent Management System



Demonstration: Configuration Options

45

Notes:

Slide 45: Demonstration: Configuration Options

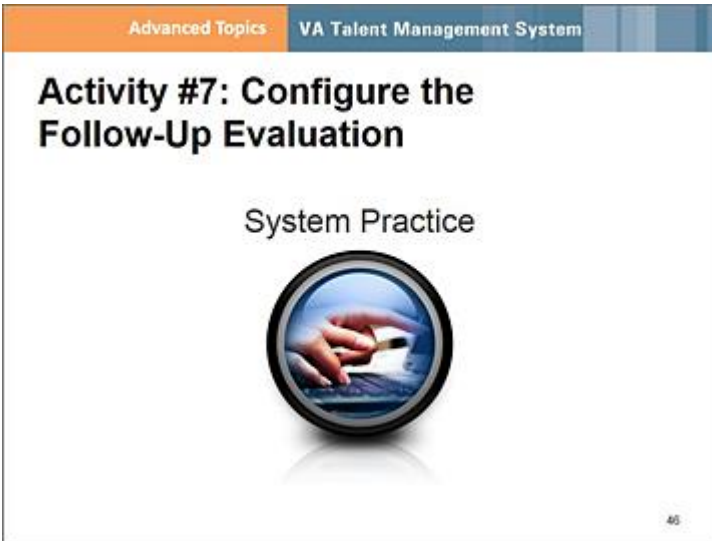


Demonstration: Configuration Options

1. Navigate to **Learning > Questionnaire Surveys**.
2. Search for and select the follow-up survey just created in the activity.
3. Select the **Options** tab.
4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.
5. Select the follow-up survey participants (employee, supervisor, or both).
6. Select **option to include comments** field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.
13. Select the **Questions** tab.
14. Select **Preview** and then select **Draft** from drop-down menu.
15. Select **Close** to close preview of survey.
16. Select **Publish**. The survey is now ready for use.



The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.



Notes:

Slide 46: Activity #7: Configure the Follow-Up
Evaluation



Activity #7: Configure the Follow-Up Evaluation

1. Navigate to **Learning > Questionnaire Surveys**.
2. Search for and select the follow-up survey just created in the activity.
3. Select the **Options** tab.
4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.
5. Select the follow-up survey participants (employee, supervisor, or both).
6. Select **option to include comments** field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.
13. Select the **Questions** tab.
14. Select **Preview** and then select **Draft** from drop-down menu.
15. Select **Close** to close preview of survey.
16. Select **Publish**. The survey is now ready for use.



The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.

Scenario: The online course on how to deal with customers, conflict, and confrontation is ready to be released to users. You have created the follow-up evaluation survey questions, and configured the survey to be assigned to all users and supervisors 120 days after the course is completed, with seven (7) days to complete. Now associate the survey with the online item.

Task: Using the previous activities in this course as a guide, complete the following task on your own.

- Associate the follow-up survey with the online item.


The next activity will introduce how to configure the automatic process to trigger the evaluation.

Advanced Topics VA Talent Management System

Knowledge Check

Follow-up evaluations attempt to answer whether or not learners' behaviors actually change as a result of new learning.

- a) True
- b) False



47

Notes:


Slide 47: Knowledge Check

Advanced Topics VA Talent Management System

Knowledge Check

A functional difference between an item evaluation survey and a follow-up evaluation survey is:

- a) A follow-up evaluation survey can be configured to be assigned a certain amount of time after item completion
- b) A follow-up evaluation survey is required
- c) An item evaluation survey assignment is triggered by an Assignment Profile Maintenance



48

Notes:

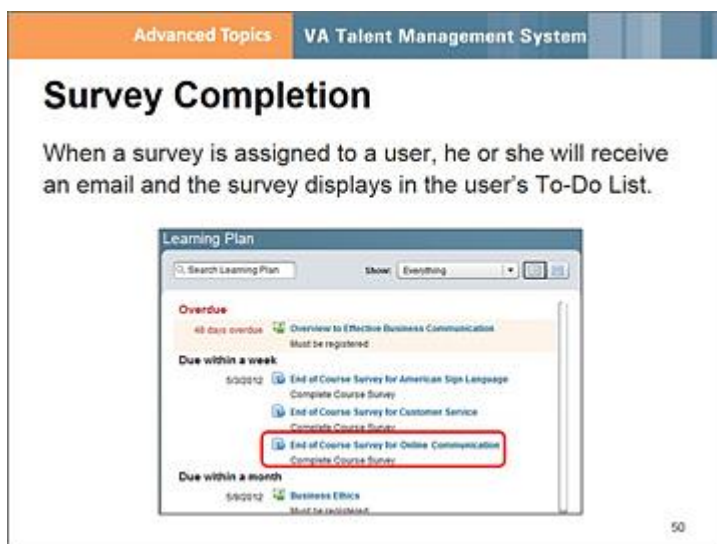
Slide 48: Knowledge Check

2.6 Lesson 5: Survey Completion



Notes:

Slide 49: Lesson 5: Survey Completion



Notes:

Slide 50: Survey Completion



Notes:

Slide 51: Activity #8: Launch and Complete Assigned Survey



Activity #8: Launch and Complete Assigned Survey

Scenario: The online course on how to deal with customers, conflict, and confrontation needs to be assigned to users. You are responsible for assigning this course to the appropriate employees.

Task: Using previous knowledge of the VA TMS as a guide, complete the following tasks on your own.

1. Assign the item to one or more users.
2. Record a learning event for the assigned item for one or more users to activate the survey.
3. Log in to the VA TMS as a user.
4. Locate the survey on your To-Do List.
5. Select the **survey title** to launch.
6. Complete all questions/pages of the survey.
7. Select **Submit**.



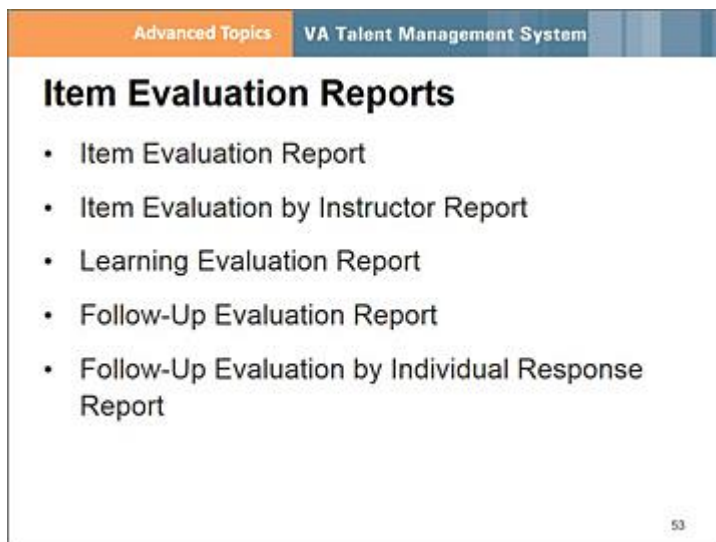
The Job Aid: Launch and Complete Assigned Survey is available in the VA TMS.

2.7 Lesson 6: Survey Analysis Report



Notes:

Slide 52: Lesson 6: Survey Analysis Report



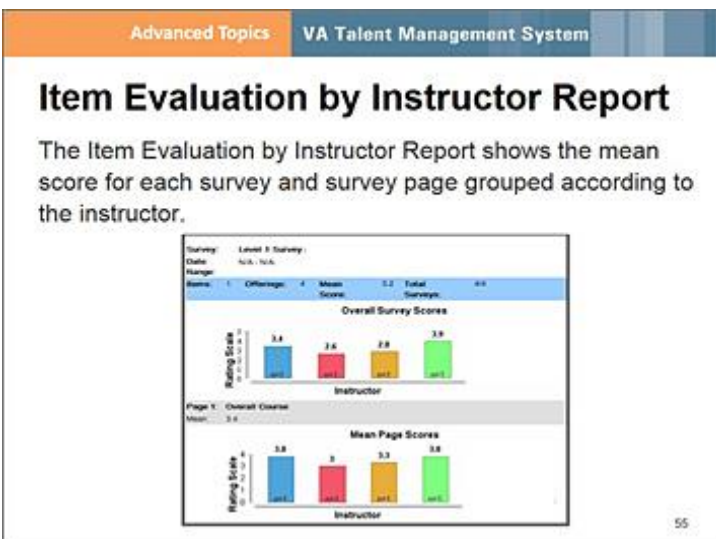
Notes:

Slide 53: Item Evaluation Reports



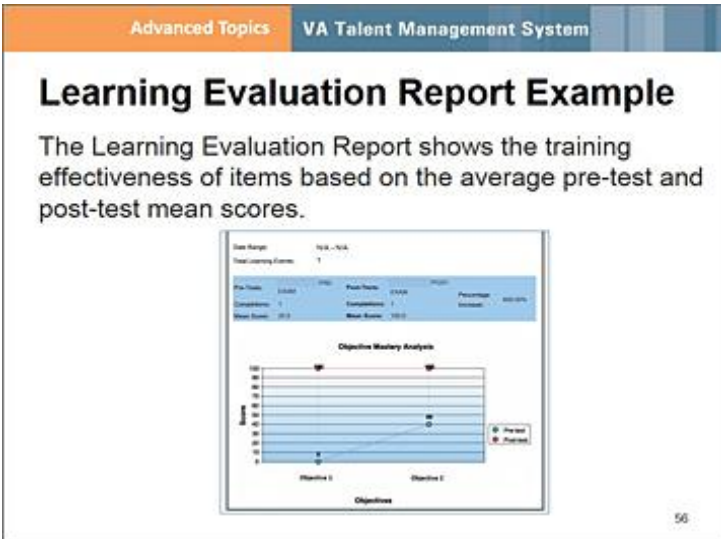
Notes:

Slide 54: Item Evaluation Report



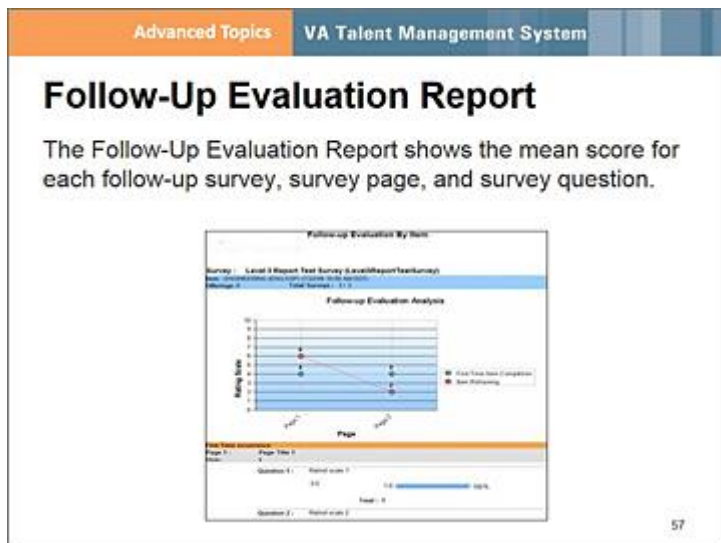
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Slide 55: Item Evaluation by Instructor Report



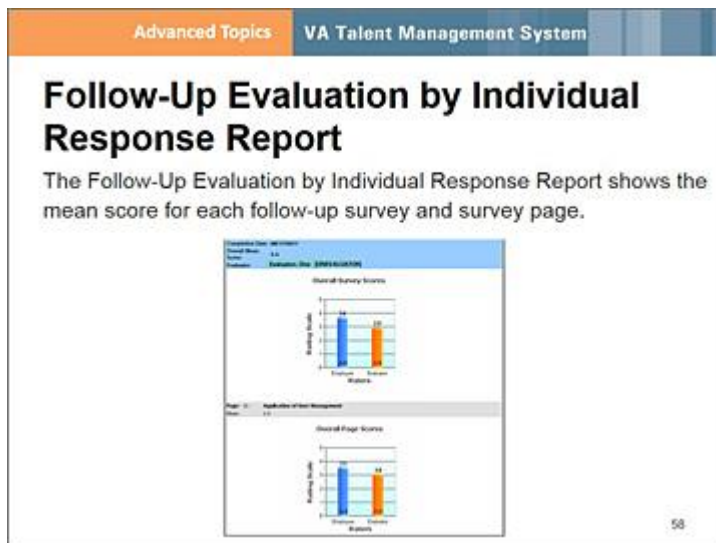
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Slide 56: Learning Evaluation Report Example



Notes:

Slide 57: Follow-Up Evaluation Report



Notes:

Slide 58: Follow-Up Evaluation by Individual Response Report



Notes:

Slide 59: Activity #9: Report Search

Advanced Topics VA Talent Management System

Evaluation & Self-Certification Reminder

- You will be prompted to complete the Evaluation and then you can complete your Self-Certification for this session.
- Evaluations can be found on your To-Do List.



60

Notes:

Slide 60: Evaluation & Self-Certification Reminder

Advanced Topics VA Talent Management System

Questions?



61

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Slide 60: Questions?